

EDITED KSA LISTING

CLASS: MANAGEMENT SERVICES TECHNICIAN

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

	Knowledge of:
K1	Knowledge of basic arithmetic (e.g., count, add, subtract, etc.) in order to gather and analyze statistical, budgetary, and numerical data.
K2	Knowledge of a moderate amount of spelling in order to write memos and reports, respond to correspondence, etc.
K3	Knowledge of a moderate amount of grammar in order to communicate effectively via written memos, letters, and reports, in person and over the phone, and via oral presentations, etc.
K4	Knowledge of a moderate amount of punctuation in order to write memos and reports, respond to correspondence, etc.
K5	Knowledge of a moderate amount of Modern English usage in order to communicate effectively via written memos, letters, and reports, in person and over the phone, and via oral presentations, etc.
K6	Basic knowledge of office equipment usage (e.g., copy machine, fax machine, multi-line telephones, voicemail, etc.) in order to share information with staff and departments.
K7	Knowledge of basic computer software usage (e.g., Word, Excel, PowerPoint, electronic mail, Access, etc.) in order to communicate effectively via written memos, letters, and reports; to log and track data; to keep others informed via electronic mail; to access electronically stored data; to schedule meetings, etc.

Bold Text – indicates not on Classification Spec.

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	Ability to:
A1	Ability to learn rapidly in order to acquire computer and office equipment skills, and understand the rules, regulations, guidelines, etc. relevant to your department.
A2	Ability to follow directions in order to effectively and accurately carry out assigned tasks, etc.
A3	Ability to effectively communicate both verbally and in writing with others in order to efficiently and accurately carry out assigned tasks, etc.
A4	Ability to apply good work habits such as punctuality, reliability, conscientiousness, neatness, and dependability in order to effectively complete assigned tasks and contribute to the smooth operation of the office, etc.
A5	Ability to make satisfactory progress in a prescribed training program in order to work more independently, be able to prioritize job tasks, make educated decisions during the course of work, and acquire job related skills, etc.
A6	Ability to interpret written material in order to analyze data, follow directions, understand rules, laws and regulations, read and respond to correspondence, comprehend written documents, etc.
A7	Ability to edit written material in order to ensure accuracy, comprehension, clarity, correct use of grammar and punctuation, etc.
A8	Ability to write effectively in order to communicate with staff and outside agencies and write policies and procedures, memos, letters, reports, bids, quotes, etc.
A9	Ability to analyze written and numerical data accurately in order to apply rules, laws, and regulations; read and respond to correspondence; create reports; interpret statistical data and projections, etc.

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A10	Ability to make clear, concise oral presentations in order to disseminate information, communicate effectively, train others, etc.

	Special Personal Characteristic:
SPC1	Work independently/be a self-starter in order to complete work quickly and efficiently with minimal guidance, etc.
SPC2	Use good judgment, diplomacy, and tact in order to make quality decisions, deal with a variety of people/all types of personalities, and professionally represent the department, etc.
SPC3	Be a team player (e.g., carry your share of the workload, share information about your tasks that's relevant to others' work, being cooperative, respectful, assist those who are overworked, willing to volunteer with department committees, etc.) in order to contribute to the overall smooth operations of the office and help the department/committee/office achieve its goals and objectives more efficiently, etc.

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